



**A REPORT ON STUDENT INDUSTRIAL WORK
EXPERIENCE (SIWES) UNDER THE STUDENTS'
INDUSTRIAL WORK EXPERIENCE SCHEME**

UNDERTAKEN @

EVER BEST STORE

Dangiwa Oke-Ose, Ilorin, Kwara State, Nigeria

BY

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SUBMITTED TO

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PREFACE

The writing of this SIWES report is manufacture by the school authority that before attaining the certificate of National Diploma (ND) in Business Administration. Each student must undergo the three (3) months SIWES programme.

The SIWES record therefore contains the work done within the three months.

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CHAPTER ONE

1.1 INTRODUCTION

Student Industrial Work Experience (SIWES) is a four months programme setup by the federal government for professional student in Business Administration and other elected courses which is controlled, in which the headquarter is in Kaduna State in affiliation with Industrial Training Fund (ITF) at Jos.

However, the government introduced the programme in other to assist students to be familiar with the practical aspect of their profession i.e. Business Administration.

Student Industrial Work Experience (SIWES) is a programme setup by National Board of Technical Board (NABTEB) for its practical improvement of Business Administration. The programme is setup during the period of three months which is corresponding with a body known as Industrial Training Fund (ITF).

1.2 BRIEF HISTORY OF SIWES

Prior to the establishment of the scheme, there was growing concern among our industrialists that graduates of our institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus, the employers were of the opinion that theoretical education going on in higher institutions was not responsive to the need of the employers of labour.

It is upon this background that the rationale for initiating and designing the

scheme by the Industrial Training Fund, during its formative years- 1973/1974- was introduced to acquaint students with the skills of handling employers' equipment and machinery.

The ITF solely funded the scheme during its formative years. But as the financial involvement became unbearable to the fund, it withdrew from the scheme in 1978. In 1979, the Federal Government handed the scheme over to both the National University Commission (NUC) and the National Board for Technical Education (NBTE). Later the Federal Government in November 1984, reverted the management and implementation of the SIWES programme to ITF and it was effectively taken over by the Industrial Training Fund in July 1985 with the funding being solely borne by the Federal Government.

1.3 AIMS AND OBJECTIVES OF THE PROGRAMME

The aims and objectives are as follows:

1. To provide wide practical experience of the industrial Student in Various Studies.
2. To give inspiration, commitment and dedication to the student
3. To enlighten the student about various aspect of their course of study
4. To hasten the level of understanding and studying since they had been exposed to practical aspect of their course.

CHAPTER TWO

2.1 BRIEF HISTORY OF THE ORGANIZATION

Ever Best Store was established few years ago in Dangiwa, Oke Ose, Ilorin, Kwara State, with a vision to provide quality and affordable fashion items to the local community. The store started as a small retail outlet, offering a selection of trendy and durable clothing, shoes, and accessories.

Over the years, Ever Best Store has grown into a trusted name in fashion retail, known for its commitment to customer satisfaction, affordability, and quality products. Through excellent service and a strong customer base, the store has expanded its inventory to cater to various fashion needs, ensuring that customers have access to the latest styles and designs.

With a strategic location in the bustling Dangiwa, Oke Ose area, Ever Best Store has become a go-to destination for individuals and families looking for stylish yet budget-friendly fashion. The store continues to uphold its mission of making quality fashion accessible to all while maintaining a welcoming shopping environment.

Today, Ever Best Store remains dedicated to excellence in retail, constantly evolving to meet customer demands and staying ahead in the fashion industry.

2.2 VISION AND MISSION OF THE ORGANIZATION

VISION STATEMENT

“To be the leading fashion retail store in Ilorin and beyond, providing high-quality, stylish, and affordable clothing, shoes, and accessories while ensuring an exceptional shopping experience for all customers”.

MISSION STATEMENT

- i. To offer a wide range of trendy and durable fashion items at competitive prices.
- ii. To prioritize customer satisfaction by delivering excellent service and a welcoming shopping environment.
- iii. To continuously update our inventory with the latest fashion trends, meeting the diverse needs of our customers.
- iv. To build a strong relationship with suppliers and partners to ensure quality and affordability.
- v. To contribute to the local community by promoting accessible and stylish fashion for all.

CHAPTER THREE

3.1 EXPERIENCE ACQUIRED/ WORK DONE

During my Student Industrial Work Experience Scheme (SIWES) at Ever Best Store, I gained hands-on experience in retail business operations, customer service, inventory management, and sales techniques. My key responsibilities included:

1. Customer Service & Sales Assistance

- Assisted customers in selecting clothes, shoes, and other fashion items.
- Provided product recommendations based on customer preferences.
- Handled customer inquiries and resolved minor complaints to ensure satisfaction.

2. Inventory Management

- Arranged and restocked shelves to maintain an organized display.
- Conducted stock-taking and assisted in keeping inventory records.
- Helped in identifying fast-moving and slow-moving products.

3. Cash Handling & Sales Transactions

- Recorded daily sales transactions and balanced cash at closing.
- Used the store's point-of-sale (POS) system for billing and receipts.
- Assisted in managing discounts and promotions.

4. Store Operations & Management

- Ensured the store was neat and well-organized for a good shopping experience.

- Assisted in setting up new product displays to attract customers.
- Observed and learned about supplier relations and stock procurement.

5. Marketing & Customer Engagement

- Engaged customers by explaining product quality and new arrivals.
- Helped in promoting discounts and special offers.
- Gained insights into customer relationship management and repeat business strategies.

CHAPTER FOUR

4.1 EXECUTIVE SUMMARY

SIWES means Student Industrial Work Experience. Students are out annually to professional organization relevant to their course of study with the help of the institution based. Coordinator and the scheme take up while students are promoting to ND 2 during the National Diploma programme for science oriented courses studied in institutions. The scheme was established by the ITF (Industrial Training Fund) to solve the problem of lack of adequate practical skills. During this programme, students are expected to get technical assistance and acquire more experience scheme in their chosen field of study.

CHAPTER FIVE

5.1 PROBLEMS ENCOUNTERED DURING THE ATTACHMENT AND SOLUTION

I didn't face or encounter any difficulty or problem during my attachment except that my place of attachment is far away from my house.

But the general problems that students encounter before and during the attachment are as follow:

- Lack of available industry in the location of some students
- High cost of transport fare from the students resident to the attachment
- Laziness of some students during the attachment

SOLUTION

- Government should increase their investment on establishing companies for science oriented students.
- There should be a certain amount to be paid to the students during the attachment
- There should be monthly check on the students during the attachment

5.2 CONCLUSION

Student Industrial Work Experience (SIWES) is a scheme that improves the technical knowledge of students in the Nigeria institutions. The scheme exposes students to working method and techniques in handling equipment's and machinery that may not

be available in their institutions. It is a good process that every science oriented courses must undergo.

Lastly, big thanks to the Industrial Training Fund (ITF) for the establishment of SIWES which now serves as an opportunity for we students of the Nigeria institution.

5.3 RECOMMENDATIONS

Federal government, as a matter of responsibilities has to contribute immensely to the uplifts of this programme by putting in place a considerable compensation for the students who embarked on this kind of stressful and deadly programme. The federal government has a lot of role to play in building up a brighter future for us in order to maintain the peace and stability of the state.

Secondly, a lot of task also lies on the school authority to orientate and enlighten their students on the expected things they are going to face or encounter pleasantly or in the other hand when they get to their various placements of works before the commencement of the programme.

Thirdly, there should be rigorous inspection and supervision as some students count and envisage this programme as a mere task and they should as well enhance their strength and bestow and hefty mark on it.

Lastly, students need money for their upbringing and sponsorship, so I will urge the federal government to make the allowance more attractive to boost the students' morale.